



Technical Update LLS-2010-01

March 29, 2010

Lender/Lender Servicer NSLDS Exit Counseling Tools

This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.

Introduction

On March 28, 2010, NSLDS enhanced the <u>NSLDS Student Access Web site</u> to offer a new exit counseling tool for federal student loan borrowers in both the William D. Ford Federal Direct Loan (Direct Loan) and Federal Family Education Loan (FFEL) programs. This new tool provides a single exit counseling session for Direct Loan borrowers, for FFEL-only borrowers, and for borrowers who have received a combination of loans from both programs.

In addition, we enhanced the <u>NSLDS Professional Access Web site</u> to offer expanded reporting tools and the ability for schools to upload exit counseling data to NSLDS for exit counseling that was conducted using other methods. These enhancements to NSLDS offer students, schools, lenders, and servicers a comprehensive online exit counseling tool. This technical update provides information on the new exit counseling functionality for lenders and servicers.

Exit Counseling History Page

A new *Exit Counseling History* page has been added to the <u>NSLDS Professional Access Web</u> <u>site</u> to allow users the ability to view a student's exit counseling completion history. The name of the school for which the counseling session was completed, completion date, source, and media type (paper or electronic) is displayed.

To assist with identifying the source of the borrower's exit counseling, the source field is populated with one of the following: NSLDS (exit counseling conducted using the new NSLDS tool) or school (exit counseling conducted by the school).

830 First St. N.E., Washington, DC 20202 www.FederalStudentAid.ed.gov 1-800-4-FED-AID A student's exit counseling history resides on the AID menu tab, under the Exit Counseling History link. Enter the three student identifiers to retrieve the student you wish to view.



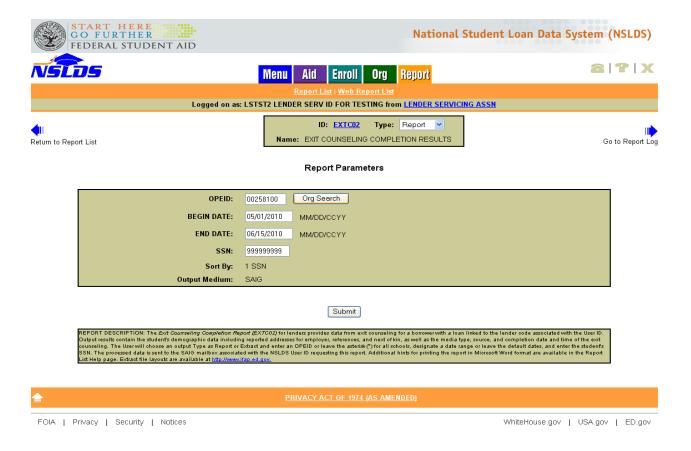
Exit Counseling Completion Results Report

Lenders and lender servicers also have access to a new report for student borrowers whose loans they hold or service. This report, available in a preformatted report or in fixed-length extract, provides detailed information gathered from the student during the exit counseling session or from a school upload of data. To request the report, log on to NSLDS Professional Access Website, select the Report Tab and click on the Exit Counseling Completion Results Report.

Note: In order to request this report, lenders and lender servicers must complete the existing verification process for NSLDS user access and agree to adhere to the Privacy Act and NSLDS Rules of Behavior. If a relationship between the borrower and the organization does not exist in NSLDS, the lender or lender servicer must acknowledge that they have a substantially established business relationship with the borrower.



As shown below, complete the parameters for the output Type of Report or Extract. Enter the school OPEID or leave the * to pull information from any school for which the student has completed Exit Counseling. Provide the date range and the student's Social Security Number (SSN).



The results will be delivered through the Student Aid Internet Gateway (SAIG) to the TG mailbox of the NSLDS user that submitted the request. Extract file output from NSLDS is sent with message class AHSLDEOP. Formatted report output is sent with message class AHSLDSOP.

The extract files layouts are available on the <u>NSLDS Record Layouts page of the Information for Financial Aid Professionals (IFAP) Web site</u>. The preformatted report will be delivered in the format below.

This preformatted report will display the information the student provided during the exit counseling session:

PRIVACY ACT OF 1974 (AS AMENDED)

REPORT ID: EXTC02 U.S. DEPARTMENT OF EDUCATION DATE: MM/DD/CCYY
PAGE # : NN NATIONAL STUDENT LOAN DATA SYSTEM (NSLDS) TIME: HH:MM:SS

EXIT COUNSELING COMPLETION RESULTS

REPORT PARAMETERS: OPEID : NNNNNN

BEGIN DATE: MM/DD/CCYY
END DATE: MM/DD/CCYY
SSN: 999-99-9999

BORROWER CURRENT ADDRESS

DL STATE : XX

REFERENCES NEXT OF KIN

9-999-9999 999-999-99

999-999-9999

If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at NSLDS@ed.gov.